

From: Brenda Womack
To: Microsoft ATR
Date: 1/24/02 8:56pm
Subject: Actions of Software Companies Programs

My apologies but not being a lawyer I couldn't totally decipher the language of the settlement but want to know if at any point in time this action and others will prevent software companies from programing the software to make changes to your PC without your knowledge or consent. In the case of Microsoft software for MSN I recently received a complimentary copy of Britannica Encyclopedia along with my tax software. I was not aware that there was loaded a program on there that loaded MSN as my default home page on my computer without my knowledge. When I went to load in the connection to the Internet - which is Microsoft Internet Explorer (loaded by Time Warner when I got my cable connection) I found that the load of the Encyclopedia had change my default page in the software. I have also had web pages that I connected to that once I made a selection I could not change the selection to another choice such as a different sales agent. This happened on going to the web page for Shaklee to look for a local agent. I don't know if the agent caused this or the company but it was very frustrating and took me a while to figure out how to clear it out.

I do feel you did the correct actions here as more competition does lead to more choices and an improvement in the product for everyone. That is not to say that standardization in some items doesn't improve things - such as I wish we had standardized the phone systems as was done in Europe as it is confusing to see 3 and 4 cell towers together because they each have their own system. Thank you for reading this.

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